



Community Health Solutions of Louisiana

CAHPS® 5.0H Adult Medicaid Summary Report

July 2014



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Introduction. Results from fielding the HEDIS®/CAHPS® 5.0H Survey for Community Health Solutions of Louisiana (CHSA) provide a comprehensive tool for assessing consumers' experiences with the health plan. This report is designed to allow the health plan to look at summaries of members' experiences, using two types of presentation. First, this executive summary presents a brief description of the survey methodology, a graphic presentation of key results for rating questions, composites and Effectiveness of Care Measures and a sample disposition. Second, member responses are presented by question, including information about the response options used for achievement scoring. A copy of the questionnaire is found as an appendix.

Assessing consumers' experience in this report is accomplished with the use of means, composite scores, and achievement scores. In the Executive Summary section of this report, Ratings and Composite means, calculated according to NCQA specifications, are presented. NCQA uses means for accreditation scoring and health plan comparisons (comparing health plans to each other and comparing health plans to aggregate statewide or national mean scores). Composite scores are built from groups of survey items that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making.

In the Responses by Question section of this report, member responses to survey questions are summarized as achievement scores. Responses indicating a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. The lower the achievement score, the greater the need for the health plan to improve.

Results. This report summarizes the findings of the adult Medicaid 5.0H CAHPS survey conducted for CHSA. Attempts were made to survey 1350 member households by mail and telephone during the period March 12, 2014 through May 21, 2014, using a mixed-mode procedure and standard questionnaire. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA). NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care. Detailed information regarding protocols and methods can be found in *HEDIS® 2014 Volume 3* and the *HEDIS® 2014 Quality Assurance Plan*.

The survey drew as potential respondents the adult members of CHSA who were continuously enrolled in the plan for at least 6 months as of December 31, 2013, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1350 cases was drawn. The survey was offered in English and Spanish.

Questionnaires were considered complete if respondents did not answer 'No' to Q1 and provided a valid response to at least one item in the questionnaire. Complete interviews were obtained from 293 CHSA members, and the response rate was 22.1%.

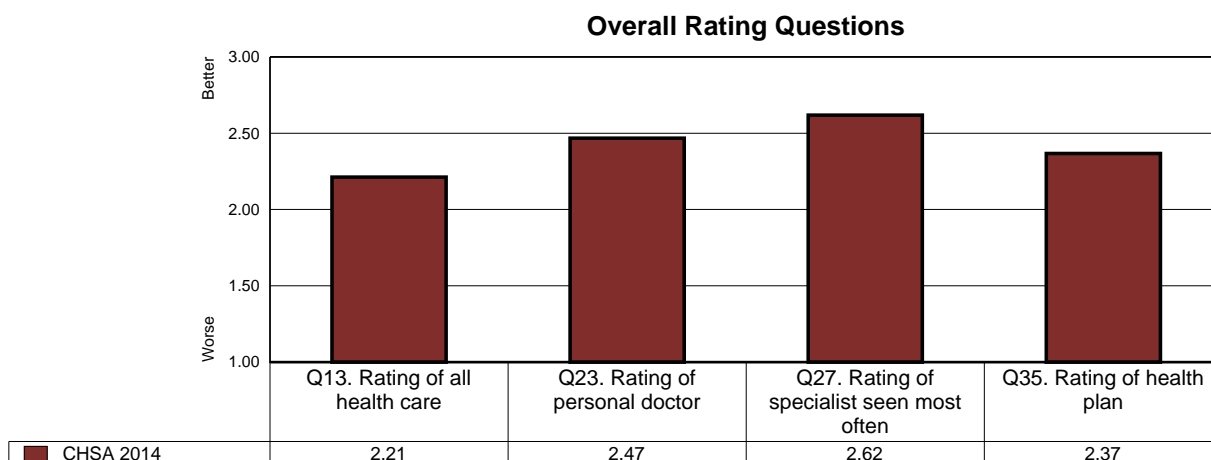
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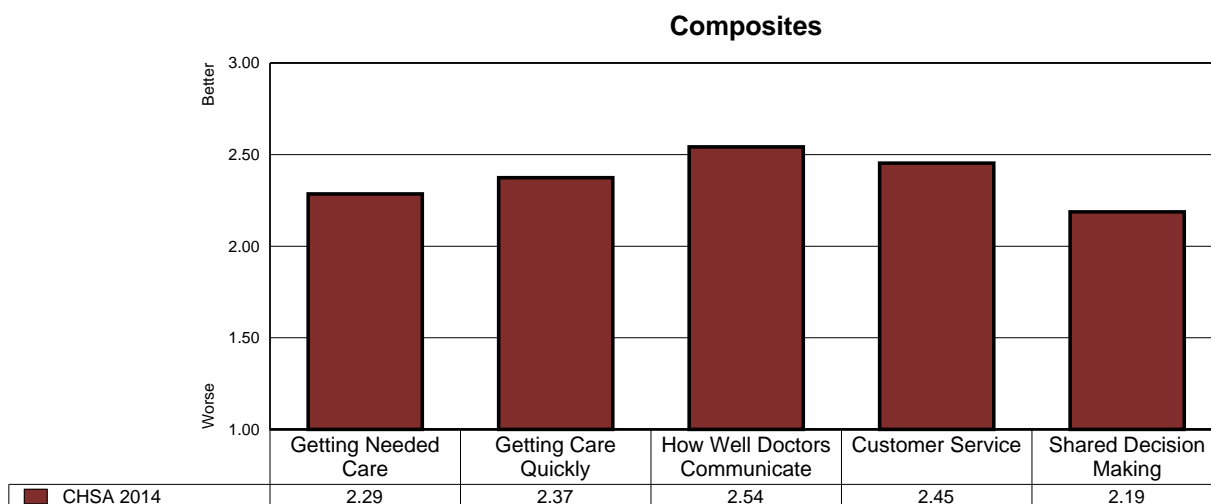
SUMMARY OF OVERALL RATING QUESTIONS

Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). NCQA uses rating means for health plan comparisons and accreditation scoring. To calculate the rating means, individual member responses to each rating question are recoded to a 3 point scale where responses of 0-6 correspond to a 1, 7-8 correspond to a 2, and 9-10 correspond to a 3. The rating mean is then calculated using the recoded values for each rating question.



SUMMARY OF COMPOSITES A composite mean is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision. Composite means are designed to give a summary assessment of how CHSA performed across each domain.

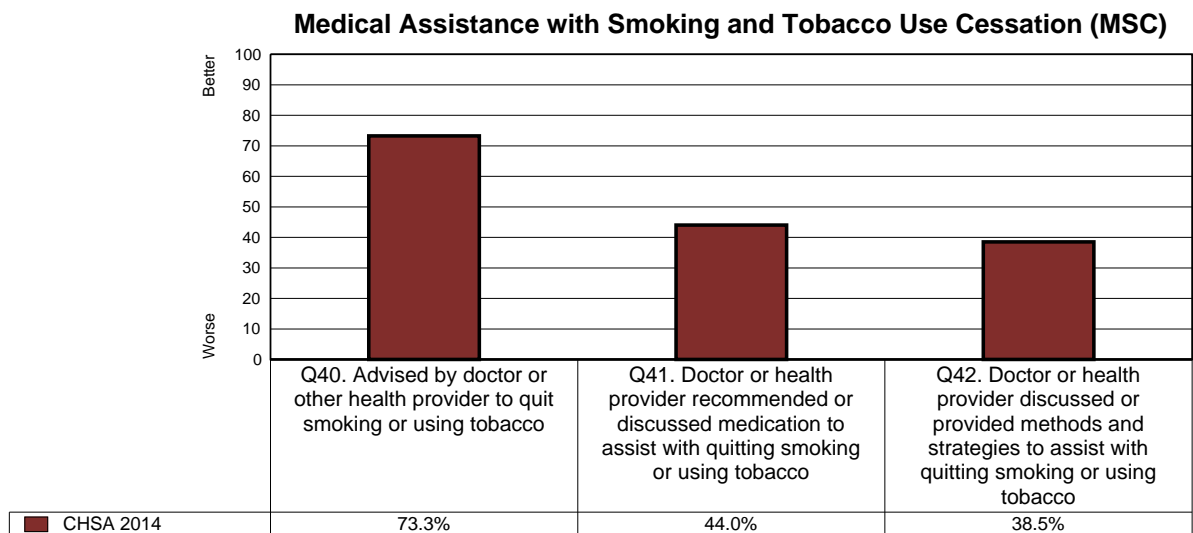
To calculate the composite mean, individual member responses for each question in the composite are recoded to a 3 point scale. A mean is then calculated for each question, and the composite mean is calculated as the mean of the individual question means. Three point scales for the Shared Decision Making Composite are calculated as follows: "Not at all" and "A little" correspond to a 1, "Some" corresponds to a 2, and "A lot" corresponds to a 3. This composite also includes a question with the response options of "Yes" and "No". For this question, "Yes" corresponds to a 3 and "No" corresponds to a 1. For all other composites, responses of "Never" and "Sometimes" correspond to a 1, "Usually" corresponds to a 2, and "Always" corresponds to a 3. In the table below, CHSA's 2014 NCQA composite means are shown.



SUMMARY OF EFFECTIVENESS OF CARE MEASURES

Three Effectiveness of Care Measures are presented below. Two of the measures, Aspirin Use and Discussion and Medical Assistance with Smoking and Tobacco Use Cessation, typically use a rolling-average methodology, where scores are computed using two years of response data. For the purpose of this report, these measures are presented as single-year scores, rather than rolling averages.

The Medical Assistance with Smoking Cessation and Tobacco Use Cessation measure is composed of three questions. Scores represent the proportion of adult members whose provider advised them to (1) quit smoking or using tobacco; (2) recommended or discussed medication to assist with quitting smoking or using tobacco; or (3) discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco. For each question, a response of "Sometimes", "Usually", or "Always" is considered an achievement.



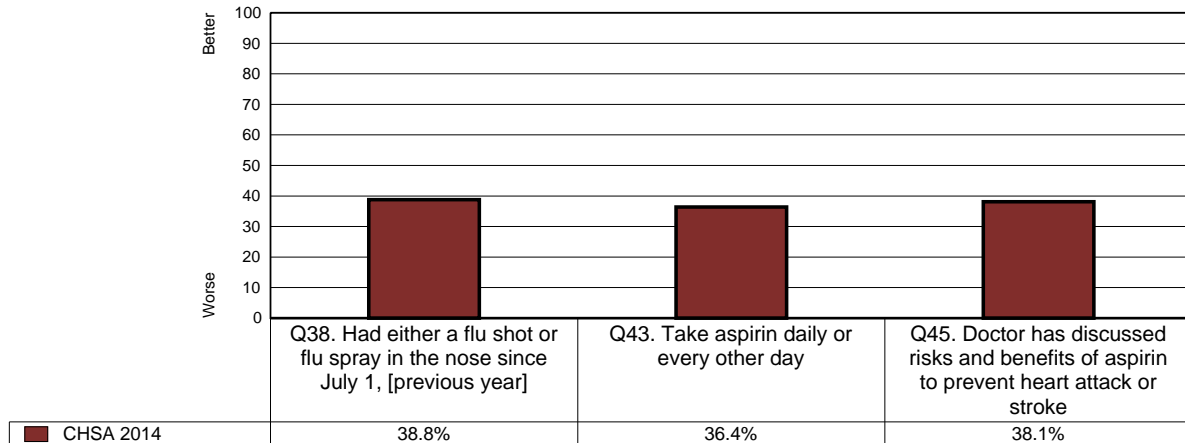
The Flu Vaccinations for Adults Ages 18-64 measure is based on a single question about getting a flu shot or flu spray. The score represents the proportion of members age 18-64 who received an influenza vaccination since July 1 of the measurement year.

The Aspirin Use and Discussion measure assesses different facets of aspirin use in the primary prevention of cardiovascular disease. The measure is based on two questions, one assessing current aspirin use, and the other asking whether a health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke.

The Aspirin Use component includes members in certain risk factor categories who could safely take aspirin (based on the response to Q44), had no cardiovascular disease exclusion (based on the response to Q47), and who answered Q43. The rate represents the proportion of these members who indicated they take aspirin daily or every other day.

The Discussing Aspirin Risks and Benefits component includes members in certain age/gender categories who had no cardiovascular disease exclusion (based on the response to Q47), and who answered Q45. The rate represents the proportion of these members who indicated that a health provider had discussed the risks and benefits of aspirin with them.

Flu Shot for Adults Ages 18-64 (FSA) / Aspirin Use and Discussion (ASP)



Sample Disposition

	CHSA 2014
First mailing - sent	1350
*First mailing - usable survey returned	149
Second mailing - sent	1064
*Second mailing - usable survey returned	53
*Phone - usable surveys	91
Total - usable surveys	293
†Ineligible: According to population criteria‡	18
†Ineligible: Language barrier	3
†Ineligible: Deceased	1
†Ineligible: Mentally or physically unable to complete survey	5
Bad phone number OR bad address	163
Refusal/Returned survey blank	19
Nonresponse - Unavailable by mail AND phone	848
Adjusted Response Rate	22.1%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

‡Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

Note: *Adjusted Response Rate = Total Usable Surveys / Total Eligible Cases*

Responses by Question

Q1. Our records show that you are now in Community Health Solutions of Louisiana. Is that right?

	CHSA 2014	
	N	%
Yes	287	100.0%
No	0	0.0%
Total	287	100.0%
Not Answered	6	

Your Health Care in the Last 6 Months

Q3. In the last 6 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor's office?

	CHSA 2014	
	N	%
Yes	143	51.6%
No	134	48.4%
Total	277	100.0%
Not Answered	16	

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	CHSA 2014	
	N	%
<input type="radio"/> Never	2	1.6%
<input type="radio"/> Sometimes	22	17.5%
<input checked="" type="radio"/> Usually	28	22.2%
<input checked="" type="radio"/> Always	74	58.7%
Total	126	100.0%
Not Answered	17	
Reporting Category	Getting Care Quickly	
Achievement Score	81.0%	

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	CHSA 2014	
	N	%
Yes	219	78.2%
No	61	21.8%
Total	280	100.0%
Not Answered	13	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

- Q6.** In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	CHSA 2014	
	N	%
<input type="radio"/> Never	6	3.1%
<input type="radio"/> Sometimes	38	19.9%
<input type="radio"/> Usually	36	18.8%
<input type="radio"/> Always	111	58.1%
Total	191	100.0%
Not Answered	28	
Reporting Category	Getting Care Quickly	
Achievement Score	77.0%	

- Q7.** In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	CHSA 2014	
	N	%
None	40	15.1%
1 time	46	17.4%
2	43	16.2%
3	41	15.5%
4	31	11.7%
5 to 9	45	17.0%
10 or more times	19	7.2%
Total	265	100.0%
Not Answered	28	

- Q8.** In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	CHSA 2014	
	N	%
<input type="radio"/> Yes	144	70.6%
<input type="radio"/> No	60	29.4%
Total	204	100.0%
Not Answered	21	
Reporting Category	Single Items	
Achievement Score	70.6%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

- Q9.** In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

	CHSA 2014	
	N	%
Yes	85	41.3%
No	121	58.7%
Total	206	100.0%
Not Answered	19	

- Q10.** When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

	CHSA 2014	
	N	%
<input type="radio"/> Not at all	3	3.6%
<input type="radio"/> A little	11	13.3%
<input type="radio"/> Some	28	33.7%
<input checked="" type="radio"/> A lot	41	49.4%
Total	83	100.0%
Not Answered	2	
Reporting Category	Shared Decision Making	
Achievement Score	49.4%	

- Q11.** When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

	CHSA 2014	
	N	%
<input type="radio"/> Not at all	24	29.3%
<input type="radio"/> A little	9	11.0%
<input type="radio"/> Some	28	34.1%
<input checked="" type="radio"/> A lot	21	25.6%
Total	82	100.0%
Not Answered	3	
Reporting Category	Shared Decision Making	
Achievement Score	25.6%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

	CHSA 2014	
	N	%
<input checked="" type="radio"/> Yes	56	69.1%
<input type="radio"/> No	25	30.9%
Total	81	100.0%
Not Answered	4	
Reporting Category	Shared Decision Making	
Achievement Score	69.1%	

Q13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	CHSA 2014	
	N	%
<input type="radio"/> Worst health care possible	2	1.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	0.5%
<input type="radio"/> 3	7	3.4%
<input type="radio"/> 4	10	4.9%
<input type="radio"/> 5	13	6.4%
<input type="radio"/> 6	20	9.9%
<input type="radio"/> 7	23	11.3%
<input checked="" type="radio"/> 8	31	15.3%
<input checked="" type="radio"/> 9	17	8.4%
<input checked="" type="radio"/> Best health care possible	79	38.9%
Total	203	100.0%
Not Answered	22	
Reporting Category	Ratings	
Rating (8, 9 and 10)	62.6%	

Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	CHSA 2014	
	N	%
<input type="radio"/> Never	7	3.4%
<input type="radio"/> Sometimes	37	17.9%
<input checked="" type="radio"/> Usually	51	24.6%
<input checked="" type="radio"/> Always	112	54.1%
Total	207	100.0%
Not Answered	18	
Reporting Category	Getting Needed Care	
Achievement Score	78.7%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor

- Q15.** A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	CHSA 2014	
	N	%
Yes	211	79.0%
No	56	21.0%
Total	267	100.0%
Not Answered	26	

- Q16.** In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	CHSA 2014	
	N	%
None	20	10.7%
1 time	27	14.4%
2	44	23.5%
3	35	18.7%
4	19	10.2%
5 to 9	29	15.5%
10 or more times	13	7.0%
Total	187	100.0%
Not Answered	24	

- Q17.** In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	CHSA 2014	
	N	%
<input type="radio"/> Never	6	3.7%
<input type="radio"/> Sometimes	17	10.4%
<input checked="" type="radio"/> Usually	26	15.9%
<input checked="" type="radio"/> Always	115	70.1%
Total	164	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	86.0%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

Q18. In the last 6 months, how often did your personal doctor listen carefully to you?

	CHSA 2014	
	N	%
<input type="radio"/> Never	4	2.4%
<input type="radio"/> Sometimes	21	12.8%
<input type="radio"/> Usually	20	12.2%
<input type="radio"/> Always	119	72.6%
Total	164	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	84.8%	

Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	CHSA 2014	
	N	%
<input type="radio"/> Never	4	2.5%
<input type="radio"/> Sometimes	17	10.5%
<input type="radio"/> Usually	21	13.0%
<input type="radio"/> Always	120	74.1%
Total	162	100.0%
Not Answered	5	
Reporting Category	Communication	
Achievement Score	87.0%	

Q20. In the last 6 months, how often did your personal doctor spend enough time with you?

	CHSA 2014	
	N	%
<input type="radio"/> Never	9	5.5%
<input type="radio"/> Sometimes	20	12.3%
<input type="radio"/> Usually	36	22.1%
<input type="radio"/> Always	98	60.1%
Total	163	100.0%
Not Answered	4	
Reporting Category	Communication	
Achievement Score	82.2%	

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	CHSA 2014	
	N	%
Yes	91	56.2%
No	71	43.8%
Total	162	100.0%
Not Answered	5	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

Q22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	CHSA 2014	
	N	%
<input type="radio"/> Never	9	10.2%
<input type="radio"/> Sometimes	19	21.6%
<input type="radio"/> Usually	15	17.0%
<input type="radio"/> Always	45	51.1%
Total	88	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	68.2%	

Q23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	CHSA 2014	
	N	%
<input type="radio"/> Worst personal doctor possible	0	0.0%
<input type="radio"/> 1	1	0.5%
<input type="radio"/> 2	2	1.1%
<input type="radio"/> 3	7	3.8%
<input type="radio"/> 4	3	1.6%
<input type="radio"/> 5	10	5.4%
<input type="radio"/> 6	9	4.8%
<input type="radio"/> 7	9	4.8%
<input type="radio"/> 8	26	14.0%
<input type="radio"/> 9	17	9.1%
<input type="radio"/> Best personal doctor possible	102	54.8%
Total	186	100.0%
Not Answered	25	
Reporting Category	Ratings	
Rating (8, 9 and 10)	78.0%	

Getting Health Care From Specialists

Q24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	CHSA 2014	
	N	%
Yes	105	40.2%
No	156	59.8%
Total	261	100.0%
Not Answered	32	

Response scored as: Achievement Room for improvement

Responses by Question

Getting Health Care From Specialists (continued)

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	CHSA 2014	
	N	%
● Never	5	5.5%
● Sometimes	18	19.8%
● Usually	23	25.3%
● Always	45	49.5%
Total	91	100.0%
Not Answered	14	
Reporting Category	Getting Needed Care	
Achievement Score	74.7%	

Q26. How many specialists have you seen in the last 6 months?

	CHSA 2014	
	N	%
None	6	6.6%
1 specialist	46	50.5%
2	25	27.5%
3	5	5.5%
4	7	7.7%
5 or more specialists	2	2.2%
Total	91	100.0%
Not Answered	14	

Q27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	CHSA 2014	
	N	%
● Worst specialist possible	1	1.2%
● 1	0	0.0%
● 2	1	1.2%
● 3	0	0.0%
● 4	0	0.0%
● 5	6	7.1%
● 6	2	2.4%
● 7	5	6.0%
● 8	7	8.3%
● 9	12	14.3%
● Best specialist possible	50	59.5%
Total	84	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	82.1%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Health Plan

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	CHSA 2014	
	N	%
Yes	49	18.8%
No	211	81.2%
Total	260	100.0%
Not Answered	33	

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	CHSA 2014	
	N	%
<input checked="" type="radio"/> Never	3	6.4%
<input checked="" type="radio"/> Sometimes	8	17.0%
<input checked="" type="radio"/> Usually	19	40.4%
<input checked="" type="radio"/> Always	17	36.2%
Total	47	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	76.6%	

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

	CHSA 2014	
	N	%
Yes	94	36.2%
No	166	63.8%
Total	260	100.0%
Not Answered	33	

Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	CHSA 2014	
	N	%
<input checked="" type="radio"/> Never	2	2.4%
<input checked="" type="radio"/> Sometimes	18	21.7%
<input checked="" type="radio"/> Usually	18	21.7%
<input checked="" type="radio"/> Always	45	54.2%
Total	83	100.0%
Not Answered	11	
Reporting Category	Customer Service	
Achievement Score	75.9%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Plan (continued)

Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	CHSA 2014	
	N	%
● Never	1	1.2%
● Sometimes	10	11.6%
● Usually	12	14.0%
● Always	63	73.3%
Total	86	100.0%
Not Answered	8	
Reporting Category	Customer Service	
Achievement Score	87.2%	

Q33. In the last 6 months, did your health plan give you any forms to fill out?

	CHSA 2014	
	N	%
Yes	77	29.5%
No	184	70.5%
Total	261	100.0%
Not Answered	32	

PQ34. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on NCQA scoring guidelines.]

	CHSA 2014	
	N	%
● Never	4	1.6%
● Sometimes	12	4.7%
● Usually	19	7.5%
● Always	219	86.2%
Total	254	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	93.7%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Health Plan (continued)

Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	CHSA 2014	
	N	%
● Worst health plan possible	1	0.4%
● 1	1	0.4%
● 2	2	0.8%
● 3	1	0.4%
● 4	4	1.6%
● 5	26	10.2%
● 6	18	7.0%
● 7	24	9.4%
● 8	32	12.5%
● 9	23	9.0%
● Best health plan possible	124	48.4%
Total	256	100.0%
Not Answered	37	
Reporting Category	Ratings	
Rating (8, 9 and 10)	69.9%	

About You

Q36. In general, how would you rate your overall health?

	CHSA 2014	
	N	%
● Excellent	23	8.9%
● Very Good	42	16.3%
● Good	72	28.0%
● Fair	87	33.9%
● Poor	33	12.8%
Total	257	100.0%
Not Answered	36	
Reporting Category	Single Items	
Achievement Score	25.3%	

○ **Response scored as:** ● Achievement ● Room for improvement

Responses by Question

About You (continued)

Q37. In general, how would you rate your overall mental or emotional health?

	CHSA 2014	
	N	%
<input type="radio"/> Excellent	51	19.5%
<input type="radio"/> Very Good	44	16.9%
<input type="radio"/> Good	82	31.4%
<input type="radio"/> Fair	64	24.5%
<input type="radio"/> Poor	20	7.7%
Total	261	100.0%
Not Answered	32	
Reporting Category	Single Items	
Achievement Score	36.4%	

Q38. Have you had either a flu shot or flu spray in the nose since July 1, [previous year]?

	CHSA 2014	
	N	%
<input type="radio"/> Yes	90	38.8%
<input type="radio"/> No	142	61.2%
Don't Know	11	
Total	232	100.0%
Not Answered	30	
Reporting Category	Flu Shot for Adults	
Achievement Score	38.8%	

Q39. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	CHSA 2014	
	N	%
Every day	64	25.1%
Some days	38	14.9%
Not at all	153	60.0%
Don't Know	4	
Total	255	100.0%
Not Answered	34	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

- Q40.** In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	CHSA 2014	
	N	%
<input checked="" type="radio"/> Never	27	26.7%
<input checked="" type="radio"/> Sometimes	27	26.7%
<input checked="" type="radio"/> Usually	11	10.9%
<input checked="" type="radio"/> Always	36	35.6%
Total	101	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	73.3%	

- Q41.** In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	CHSA 2014	
	N	%
<input checked="" type="radio"/> Never	56	56.0%
<input checked="" type="radio"/> Sometimes	21	21.0%
<input checked="" type="radio"/> Usually	8	8.0%
<input checked="" type="radio"/> Always	15	15.0%
Total	100	100.0%
Not Answered	2	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	44.0%	

- Q42.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	CHSA 2014	
	N	%
<input checked="" type="radio"/> Never	59	61.5%
<input checked="" type="radio"/> Sometimes	18	18.8%
<input checked="" type="radio"/> Usually	9	9.4%
<input checked="" type="radio"/> Always	10	10.4%
Total	96	100.0%
Not Answered	6	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	38.5%	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

Q43. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	CHSA 2014	
	N	%
<input checked="" type="radio"/> Yes	4	36.4%
<input type="radio"/> No	7	63.6%
Don't know	0	0.0%
Total	11	100.0%
Not Answered	0	
Reporting Category	Aspirin Use and Discussion	
Achievement Score	36.4%	

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	CHSA 2014	
	N	%
Yes	34	14.6%
No	199	85.4%
Don't know	29	
Total	233	100.0%
Not Answered	31	

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	CHSA 2014	
	N	%
<input checked="" type="radio"/> Yes	8	38.1%
<input type="radio"/> No	13	61.9%
Total	21	100.0%
Not Answered	0	
Reporting Category	Aspirin Use and Discussion	
Achievement Score	38.1%	

Q46.1. Are you aware that you have any of the following conditions? Response: High cholesterol

	CHSA 2014	
	N	%
Yes	67	22.9%
No	226	77.1%
Total	293	100.0%
Not Answered	0	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

Q46.2. Are you aware that you have any of the following conditions? Response: High blood pressure

	CHSA 2014	
	N	%
Yes	108	36.9%
No	185	63.1%
Total	293	100.0%
Not Answered	0	

Q46.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with heart attack before the age of 60

	CHSA 2014	
	N	%
Yes	65	22.2%
No	228	77.8%
Total	293	100.0%
Not Answered	0	

Q47.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack

	CHSA 2014	
	N	%
Yes	26	8.9%
No	267	91.1%
Total	293	100.0%
Not Answered	0	

Q47.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease

	CHSA 2014	
	N	%
Yes	23	7.8%
No	270	92.2%
Total	293	100.0%
Not Answered	0	

Q47.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke

	CHSA 2014	
	N	%
Yes	22	7.5%
No	271	92.5%
Total	293	100.0%
Not Answered	0	

Responses by Question

About You (continued)

Q47.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar

	CHSA 2014	
	N	%
Yes	58	19.8%
No	235	80.2%
Total	293	100.0%
Not Answered	0	

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	CHSA 2014	
	N	%
Yes	107	42.0%
No	148	58.0%
Total	255	100.0%
Not Answered	38	

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	CHSA 2014	
	N	%
Yes	69	69.7%
No	30	30.3%
Total	99	100.0%
Not Answered	8	

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	CHSA 2014	
	N	%
Yes	175	66.8%
No	87	33.2%
Total	262	100.0%
Not Answered	31	

Q51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	CHSA 2014	
	N	%
Yes	147	88.6%
No	19	11.4%
Total	166	100.0%
Not Answered	9	

Responses by Question

About You (continued)

Q52. What is your age?

	CHSA 2014	
	N	%
18 to 24	58	22.5%
25 to 34	54	20.9%
35 to 44	44	17.1%
45 to 54	38	14.7%
55 to 64	64	24.8%
65 to 74	0	0.0%
75 or older	0	0.0%
Total	258	100.0%
Not Answered	35	

Q53. Are you male or female?

	CHSA 2014	
	N	%
Male	72	27.4%
Female	191	72.6%
Total	263	100.0%
Not Answered	30	

Q54. What is the highest grade or level of school that you have completed?

	CHSA 2014	
	N	%
8th grade or less	31	12.1%
Some high school but did not graduate	76	29.6%
High school graduate or GED	94	36.6%
Some college or 2-year degree	45	17.5%
4-year college graduate	7	2.7%
More than 4-year college degree	4	1.6%
Total	257	100.0%
Not Answered	36	

Q55. Are you of Hispanic or Latino origin or descent?

	CHSA 2014	
	N	%
Yes, Hispanic or Latino	14	5.6%
No, Not Hispanic or Latino	238	94.4%
Total	252	100.0%
Not Answered	41	

Responses by Question

About You (continued)

Q56.1. What is your race? Response: White.

	CHSA 2014	
	N	%
Yes	120	41.0%
No	173	59.0%
Total	293	100.0%
Not Answered	0	

Q56.2. What is your race? Response: Black or African-American.

	CHSA 2014	
	N	%
Yes	136	46.4%
No	157	53.6%
Total	293	100.0%
Not Answered	0	

Q56.3. What is your race? Response: Asian.

	CHSA 2014	
	N	%
Yes	3	1.0%
No	290	99.0%
Total	293	100.0%
Not Answered	0	

Q56.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	CHSA 2014	
	N	%
Yes	0	0.0%
No	293	100.0%
Total	293	100.0%
Not Answered	0	

Q56.5. What is your race? Response: American Indian or Alaska Native.

	CHSA 2014	
	N	%
Yes	16	5.5%
No	277	94.5%
Total	293	100.0%
Not Answered	0	

Responses by Question

About You (continued)

Q56.6. What is your race? Response: Other.

	CHSA 2014	
	N	%
Yes	10	3.4%
No	283	96.6%
Total	293	100.0%
Not Answered	0	

Q57. Did someone help you complete this survey?

	CHSA 2014	
	N	%
Yes	34	11.9%
No	252	88.1%
Total	286	100.0%
Not Answered	7	

Q58.1. How did that person help you? Response: Read the questions to me.

	CHSA 2014	
	N	%
Yes	25	73.5%
No	9	26.5%
Total	34	100.0%
Not Answered	0	

Q58.2. How did that person help you? Response: Wrote down the answers I gave.

	CHSA 2014	
	N	%
Yes	9	26.5%
No	25	73.5%
Total	34	100.0%
Not Answered	0	

Q58.3. How did that person help you? Response: Answered the questions for me.

	CHSA 2014	
	N	%
Yes	8	23.5%
No	26	76.5%
Total	34	100.0%
Not Answered	0	

Responses by Question

About You (continued)

Q58.4. How did that person help you? Response: Translated the questions into my language.

	CHSA 2014	
	N	%
Yes	1	2.9%
No	33	97.1%
Total	34	100.0%
Not Answered	0	

Q58.5. How did that person help you? Response: Helped in some other way.

	CHSA 2014	
	N	%
Yes	4	11.8%
No	30	88.2%
Total	34	100.0%
Not Answered	0	



Your privacy is protected. All information that would let someone identify you or your family will be kept private. DataStat will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-506-5127.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark 

Incorrect Marks   

- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes ➔ *Go to Question 1*
- No

↓ START HERE ↓

1. Our records show that you are now in Community Health Solutions of Louisiana. Is that right?

- Yes ➔ *Go to Question 3*
- No

2. What is the name of your health plan? (Please print)



YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?

- Yes
- No → **Go to Question 5**

4. In the last 6 months, when you **needed care right away**, how often did you get care as soon as you needed?

- Never
- Sometimes
- Usually
- Always

5. In the last 6 months, did you make any appointments for a **check-up or routine care** at a doctor's office or clinic?

- Yes
- No → **Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a **check-up or routine care** at a doctor's office or clinic as soon as you needed?

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- None → **Go to Question 15**
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- Yes
- No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- Yes
- No → **Go to Question 13**

10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

- Not at all
- A little
- Some
- A lot

11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might **not** want to take a medicine?

- Not at all
- A little
- Some
- A lot

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- Yes
- No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | | | | Best | | |
| Health Care | | | | | | | | Health Care | | |
| Possible | | | | | | | | Possible | | |



14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → Go to Question 24

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → Go to Question 23
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
- No → Go to Question 23

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | Best | | | | | |
| Personal Doctor | | | | | Personal Doctor | | | | | |
| Possible | | | | | Possible | | | | | |

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

- Yes
- No → Go to Question 28



25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

- Never
- Sometimes
- Usually
- Always

26. How many specialists have you seen in the last 6 months?

- None → *Go to Question 28*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Specialist Possible Best Specialist Possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
- No → *Go to Question 30*

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
- Sometimes
- Usually
- Always

30. In the last 6 months, did you get information or help from your health plan's customer service?

- Yes
- No → *Go to Question 33*

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
- No → *Go to Question 35*

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible



ABOUT YOU

36. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2013?

- Yes
- No
- Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → *Go to Question 43*
- Don't know → *Go to Question 43*

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

43. Do you take aspirin daily or every other day?

- Yes
- No
- Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- Yes
- No
- Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- Yes
- No

46. Are you aware that you have any of the following conditions? Mark one or more.

- High cholesterol
- High blood pressure
- Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? Mark one or more.

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → *Go to Question 50*

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → *Go to Question 52*

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

52. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

53. Are you male or female?

- Male
- Female

54. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

55. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

56. What is your race? Mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

57. Did someone help you complete this survey?

- Yes → *Go to Question 58*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

58. How did that person help you? Mark one or more.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

**DataStat
3975 Research Park Drive
Ann Arbor, MI 48108**







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